COVID-19
GUIDANCE ON REOPENING PASSENGER FERRY SERVICES

Much of the world’s passenger ferry services have been suspended due to the COVID-19 pandemic but maintaining lifeline services are critical to carry medical supplies, food, other necessities and essential workers to critical jobs.

Shipping companies are always required to assess all identified risks to the safety of ships and personnel and establish necessary safeguards and procedures in a documented Safety Management System (SMS). As part of the SMS, shipping companies should develop detailed plans and procedures for the different aspects and risks associated with coronavirus (COVID-19) on their ship operations.

As passenger ferry services are highly dependent on shore facilities, also those facilities – whether under the ferry operator’s control or not – need to be addressed in the safeguards.

Use and implementation of this guidance by operators, governments and relevant national authorities should be temporary and time limited to the coronavirus (COVID-19) pandemic. Arrangements and requirements should default to normal as soon as national circumstances allow.

Building on measures identified and developed by Interferry members, this guidance is issued as a source of information and inspiration for ferry operators, terminals, authorities and any other entity relating to mitigation of health risks in relation to passenger ferry services.

The measures come in part from advice by sanitation- and medical experts and governmental directives, but are by and large developed through ferry operators’ long experiences of sanitation, hygiene and communicable diseases. The guidance is thus not scientifically vetted, and owners and operators will regardless need to assess the impact of applicable health and safety directives and guidance when determining appropriate mitigation strategies.

With hundreds of possible measures to implement, the main focus of this guidance is to offer a high-level overview through the flowchart presented on the following page. It divides a passenger ferry service into discreet activities and suggests safeguards for each such activity.

Importantly, the flowchart also highlights measures for which the operator is dependent the participation or leadership of other stakeholders or agencies.

In the Appendix, all possible measures that have been identified are listed.

Interferry would also recommend operators to review the Reopening Guidelines published by the Passenger Vessel Association.

For further information, please contact regulatory@interferry.com
Flowchart over the most important measures to be implemented

**Social distancing & epidemic control**

- Booking
  - Multi-channel hygienic information (including to wear mask) prior to travel
  - Passenger medical self-declaration
  - Passengers are asked to arrive earlier as per standard procedure
  - Check-in foot passengers
    - Pre-embarkation areas with distance markings and walkways
  - Inside Terminal
    - Distance markings & walkways
    - Max number of customers inside terminal
    - Information video on how to behave on board
    - Manual check-in desk, automatic check-in machines and all other common touch points sanitized frequently
    - Check-in clerks trained in handwash / disinfection routines
  - Ticket office
    - Distance markings on the floor
    - PPE / gloves protection for employees
    - Reduction of cash payment
    - Check-in clerks trained in handwash / disinfection routines
  - Checkpoint cars
    - Check-in clerks trained in handwash / disinfection routines
    - Check-in clerks trained to keep distance and wearing PPE when walking up to driver for check-in paper handling
  - Boarding / Loading
    - Early boarding to reduce crowded terminals in close collaboration with port authority and border control / customs authority
    - Loading sequence to limit number of passengers entering the vessel at the same time (both for foot pax and veh pax)
    - Define max number of people in elevators

- On shore
  - Reduced overall capacity depending on vessel kind, size and construction
  - Information
    - Hygienic instructions in relevant languages visible at many places
    - PA Announcements: Continuous passenger information regarding social distancing and hygienic measures
  - Social distancing
    - Empty seats adjacent to one booking of same household implemented via booking or manually organized on board with markings of which seats have to be kept clear
    - When appropriate and in consultation with flag state, passengers may remain in cars during short distance voyages with increased car spacing and supervision.
  - Medical treatment
    - Have PPE (masks, gloves, suits etc.) ready in case of a positive or suspected positive person on board
  - Cleaning / Hygiene
    - Increased number of hand sanitizer and disinfectant at all places inside the vessel
    - Intensified disinfection of passenger and crew areas
    - Air recycling mode removed from air conditioning
  - Cafeteria / Restaurant / Shop
    - Cleaning and disinfection to be intensified
    - Frequent disinfection of trays and baskets
    - Max number in shop and cafeteria
    - Distance markings before and inside cafeteria and shops
    - No food products e.g. open buffets exposed to passengers
    - PPE / gloves protection at cash desks
  - Crew
    - Separation of crew shifts to prevent cross contamination amongst crew
    - Implement organisational measures to keep social distance to the extent possible (eating at different times, closed layouts, usage of social rooms)
    - Intensified crew training in epidemic control according to IAMSAR
    - Increase amount of available PPE and disinfection material on board
### APPENDIX – All the evaluated measures

*Note: The below measures have been suggested / implemented by various ferry operators. They are not necessarily endorsed by Interferry, but kept here as source of inspiration.*

#### BOOKING

1. A self-declaration of health (questions) need to be filled out for every passenger. Passenger with symptoms and that have been in high risk area/contact denies booking.

2. Passengers asked to arrive [90] minutes before departure (instead of [45] minutes)

3. Information about the importance of handwash/hand sanitizing, coughing routines, handshaking is provided during booking.

4. Passengers advised to wear masks

5. Facilitate ordering of onboard services and meals from home to reduce contact with personnel onboard

6. Reduced overall capacity depending on vessel kind, size and construction can be limited in connection with ticket sales

7. Mandatory to book a cabin when travelling on specified routes

8. Advise pax they may bring their own ‘packed lunch’ with them (no alcohol).

9. PAX can get on the ship without any physical contact with anyone and no need to handle documents, e.g. use car mirror hangers available online to print at home and place on their dashboard.

10. Offer cabins for those who want to isolate themselves onboard. These are sanitised after every use.

#### CHECK-IN

11. If available, Quick Covid-19 test kits to be used for each passenger. Passengers kept in separate waiting room until test result (5 min)

12. Information video or e-learning of each passenger on how to behave onboard.

13. Implement measures to prevent queues. (e.g. distance-signage, distance markings in the floor, different check-in times, security guards to organize queues.)

14. Public lavatories are cleaned and sanitized frequently

15. Hand sanitizing by personnel on every passenger entering the building

16. Automatic check-in machines sanitized frequently

17. Sneeze guard on manual check-in desk to be mounted

18. Manual check-in desk and all other common touch points sanitizes frequently

19. Check-in clerks informed about handwash / disinfection routines

20. No cash handling. Only credit cards

21. Contactless check-in – promote the idea that pax can get on the ship without any physical contact with anyone and no need to handle documents. For example, we use car mirror hangers so we are considering making these available online so pax can print at home and place on their dashboard (to be double-checked at check-in).

22. PETS chip scan done by the passenger, scanner disinfection after use
### OUTSIDE TERMINAL

23. Pre-embarkation areas with distance markings can be achieved to some extent as long as passengers volumes do not reach maximum. Additional staff required for monitoring.

24. Passenger screening / Medical pre inspection (fever, other symptomatic)

25. Present instructions on how to conduct check-in for foot passengers

26. Present instructions on how to conduct check-in for car passengers

27. Present instructions on how to conduct check-in for truck drivers

28. Present instructions on how to conduct check-in for other passenger types

### INSIDE TERMINAL

29. If compulsory wearing of masks, the passengers have to bring their own mask

30. Distance markings & walk-ways

31. Manage access/numbers to WC’s. Closure of every other urinal, etc.

32. Physical presence of a cleaner at every shipcall for regular disinfection of desks

33. Public area marshals?

34. Plexiglass protection for employes

35. Max number of customers inside terminal

36. Reduction of cash payments

37. Wearing of gloves when cash handling

38. Passenger health declaration

39. Extra hand sanitizing stations available in terminals and onboard

40. Fact sheets in different languages available in terminals

41. All childcare facilities to be kept closed

### BOARDING

42. Separation of passengers during loading and unloading

43. Loading sequence to limit the number of passengers in the garage at the same time; adaptation of the stopover time

44. Define max nr of people in elevators

45. Measures to prevent queues and distance-signage to be in place.

46. Hand sanitizing by CL personnel on every passenger embarking on gangway or staircase for car-passengers

47. Public lavatories are washed and sanitized frequently

48. Early boarding to reduce crowded terminals in close collaboration with port authority and border control/customs authority

### ON-BOARD

49. Compulsory wearing of masks? Passengers would have to bring their own mask in this case.

50. Marking of passenger walk ways for separation inside the vessels

51. Reducing the capacity on all ships to secure [1] m distance in any area

52. Extra hand sanitizing stations available onboard

53. Air type seat allocation: Empty seats adjacent to one booking of same household implemented via booking or manually organized on-board with markings of which seats have to be kept clear

54. Fact sheets in different languages available onboard

55. Hygienic instructions for crew and passengers visible at all places
PA Announcements: Continuous passenger information regarding social distancing and hygienic measures

Passengers remain in cars during short distance voyage with increased car spacing if according exemptions have been granted

All childcare facilities to be kept closed

Eliminating entertainment events

Keep unnecessary high risk areas closed.

Arrangement of areas for isolation of customers if necessary

Have PPE (masks, gloves, suits etc.) ready in case of a positive or suspected positive person on board

Promote the ready access to fresh sea air on the open deck.

Use of paper towels in public handwash-stations instead of hand-dryer

Used paper-towels are considered infectious waste. Therefore garbage is treated accordingly

**SHOPS**

Sneeze guard on cashier desk in place

Frequent disinfection of cashier-area

Frequent disinfection of common touch-points

Frequent disinfection of shopping-trolleys/baskets

Hand sanitizing for every passenger entering by personnel

Measures to prevent queues and distance-signage is in place

The amount of visitors in different shops to be limited

Distance marking on the floor to separate passengers queuing to the cash desks

Plexiglas protection at cash desks

Hand sanitizer available in all shops

Face masks to be sold on board in the shops to the passengers

All take away food sold in the shops to be wrapped or packed

Cleaning and disinfection in all areas to be intensified

No cash, only card payments accepted

No unauthorized personnel in the stores or supply areas.

Pre-order goods deliveries directly to the car deck, cabins or pick up points outside the shops.

**RESTAURANTS**

The amount of visitors in different restaurants to be limited

Hand sanitizers are available in all restaurants

As long as there are restrictions in the number of people staying in one area, there will be no buffet serving

No fresh food only sale of packed food

Self Service cooked food poses no threat. Cold sandwiches sold at bars are prepared following all HACCP procedures and are considered safe.

Advise pax they may bring their own ‘packed lunch’ with them (no alcohol).

Warm dishes in different restaurants served in portions

Take away food from the restaurants to the cabins or other public areas will be accepted

All food in cafés to be wrapped or packed

Plexiglas protection at cash desks
<table>
<thead>
<tr>
<th>No</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>92</td>
<td>Cleaning and disinfection in all areas to be intensified</td>
</tr>
<tr>
<td>93</td>
<td>No cash, only card payments accepted</td>
</tr>
<tr>
<td>94</td>
<td>No unauthorized personnel in the restaurant kitchens, supply areas or crew kitchen.</td>
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<tr>
<td>95</td>
<td>All food in drivers dining area has to be wrapped or packed</td>
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<tr>
<td>96</td>
<td>The amount of visitors to be limited - breakfast will be packed and served as takeaway</td>
</tr>
<tr>
<td>97</td>
<td>Cleaning</td>
</tr>
<tr>
<td>98</td>
<td>Extra attention / disinfection of surfaces by cleaners</td>
</tr>
<tr>
<td>99</td>
<td>Use of gloves &amp; facial mask upon individual request of employee/cleaner</td>
</tr>
<tr>
<td>100</td>
<td>Frequent disinfection of common touch-points / corridors</td>
</tr>
<tr>
<td>101</td>
<td>Weekly Sanitation of all vessel for coronavirus epidemic. Certificate to be issued</td>
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<tr>
<td>102</td>
<td>Air recycling mode removed from air conditioning</td>
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<tr>
<td>103</td>
<td>Increased number of hand sanitizer and disinfectant</td>
</tr>
<tr>
<td>104</td>
<td>Implementation of UV light inside air condition (like in hospitals)</td>
</tr>
<tr>
<td>105</td>
<td>Lavatories are washed and sanitized frequently</td>
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<tr>
<td>106</td>
<td>The ship will be cleaned in accordance with the cleaning guidelines by [national] authorities.</td>
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<tr>
<td>107</td>
<td>CREW &amp; CREW AREAS</td>
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<tr>
<td>108</td>
<td>No buffet in crew mess</td>
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<tr>
<td>109</td>
<td>Extended cleaning/disinfecting routines for crew cabins</td>
</tr>
<tr>
<td>110</td>
<td>Extended cleaning/disinfecting routines for crew mess and all other crew areas</td>
</tr>
<tr>
<td>111</td>
<td>Extended accessibility for hand sanitizer at work-spaces</td>
</tr>
<tr>
<td>112</td>
<td>Lavatories are washed and sanitized frequently</td>
</tr>
<tr>
<td>113</td>
<td>Amount of available PPE and disinfection material to be increased and ensured delivery on board and ashore.</td>
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<tr>
<td>114</td>
<td>All crew and check in personnel to do frequently e-learning sessions and test to ensure the knowledge is adequate.</td>
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<td>115</td>
<td>Implement secure routines for crew change, in order to reduce risk of cross contamination between crews.</td>
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<tr>
<td>116</td>
<td>E training of crew with each crew change.</td>
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<tr>
<td>117</td>
<td>Hand sanitizer available in all areas.</td>
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<tr>
<td>118</td>
<td>Paper towels and hand-soap available at every washbasin.</td>
</tr>
<tr>
<td>119</td>
<td>All unnecessary lingering in the common areas of the ship must be avoided.</td>
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<tr>
<td>120</td>
<td>All extra personal contact must be avoided.</td>
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<tr>
<td>121</td>
<td>It is especially important to follow common hygiene guidelines on board because the crew spends long time periods in the same facilities (during both work and free time), increasing the risk of spreading contagious diseases.</td>
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<tr>
<td>122</td>
<td>Hands must be washed and sanitized, if possible, whenever moving from one compartment of the ship to another.</td>
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<tr>
<td>123</td>
<td>The ship’s gym may only be used by one person at a time. All equipment must be carefully sanitized after use.</td>
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<tr>
<td>124</td>
<td>Several people must not use the sauna facilities simultaneously.</td>
</tr>
<tr>
<td>125</td>
<td>Only persons responsible for the ship’s food provision may enter the galley or food storage facilities.</td>
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</table>
Dining happens in small groups, taking into account the safe distance between crew members. Close contact in dining and break rooms must be avoided, and breaks and dining should be paced in such a way that as few crew members as possible will be in the same room simultaneously.

If possible, food will be served by the cook or someone else responsible for food provision, and buffet dining must absolutely be avoided. The purpose is that only the cook and other kitchen crew will touch the serving utensils. The meals and cutlery delivered to the bridge must be covered during delivery.

The most common surfaces of the engine control room must be cleaned with sanitizer at every change of watchkeeping.

The most common surfaces of the bridge must be cleaned with sanitizer at every change of watchkeeping.

Separation of crew shifts to prevent outbreak amongst crew is not possible.

Crew wearing gloves

Crew following structured hand cleaning / sanitizing procedures

Maintain health declaration procedure.

Regular medical crew screening (temperature, other symptoms)

Intensified crew training in epidemic control according to SMS

Crew to remain on board while the vessel is at port.

Changes of crew to be avoided

Coronavirus test for all new embarking crew.

All (suspicious) cases which might occur during voyage handled in accordance with established best practice and reported to competent authority accordingly.

In case of a suspicious case of crew and/or passenger special communicable disease measures are in place.

Arrangement of areas for isolation of Customers or crew if necessary.

It should be verified by relevant authorities that the ship will not be quarantined in case of reporting sickness on board.

Have PPE (masks, gloves, suits etc.) ready in case of a positive or suspected positive person on board.